

FIGURE 1a

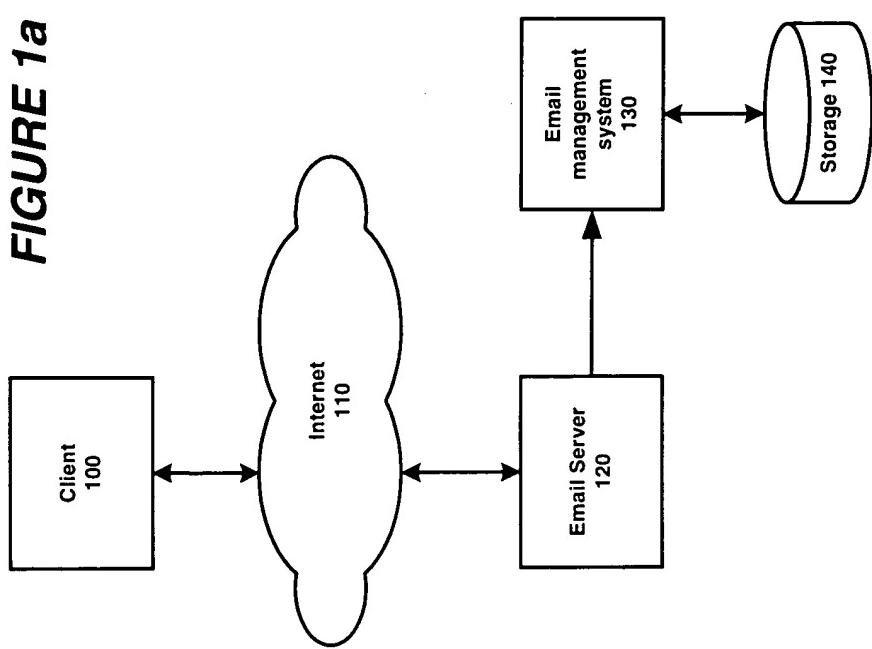
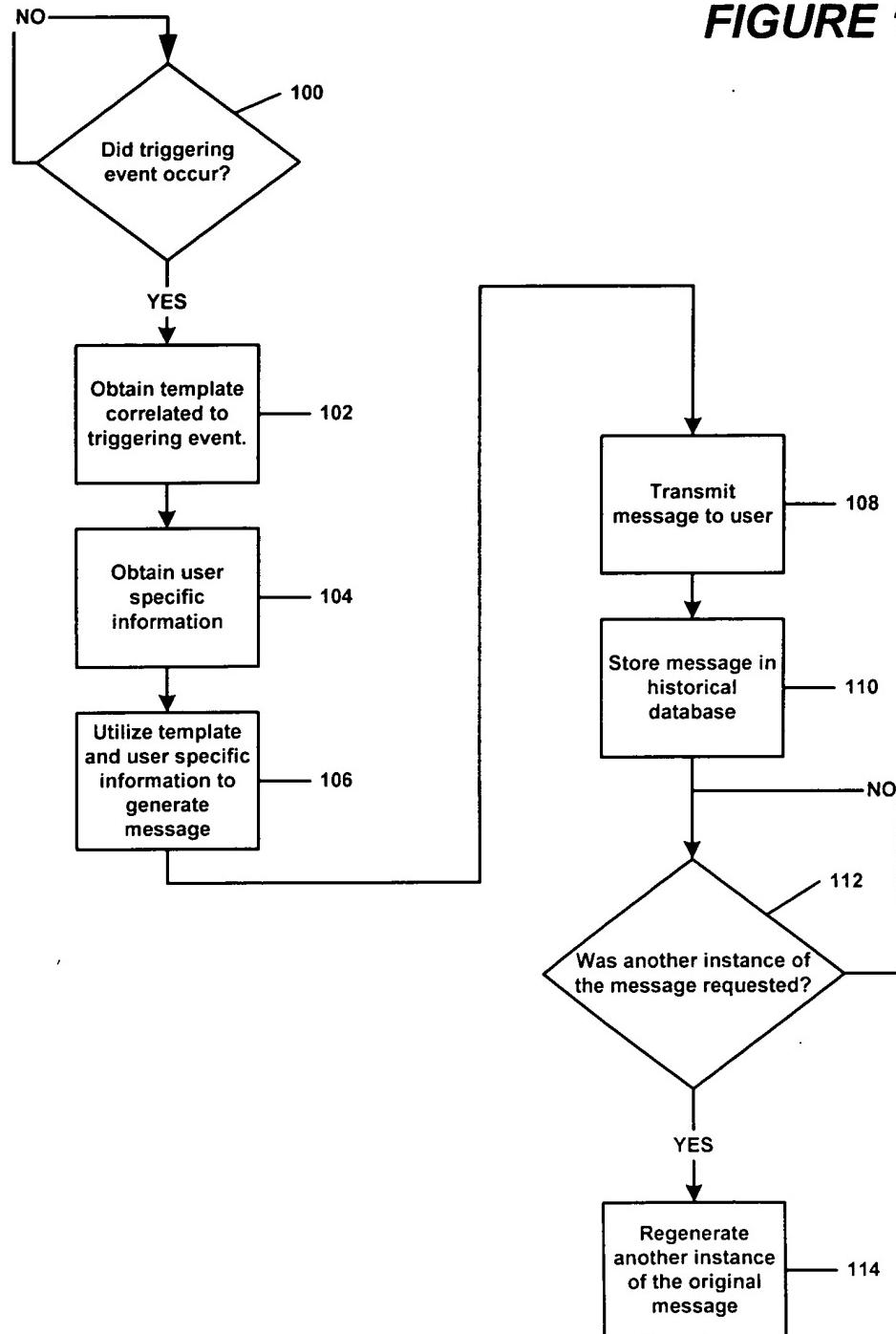


FIGURE 1b



00800-TE2R600

FIGURE 2

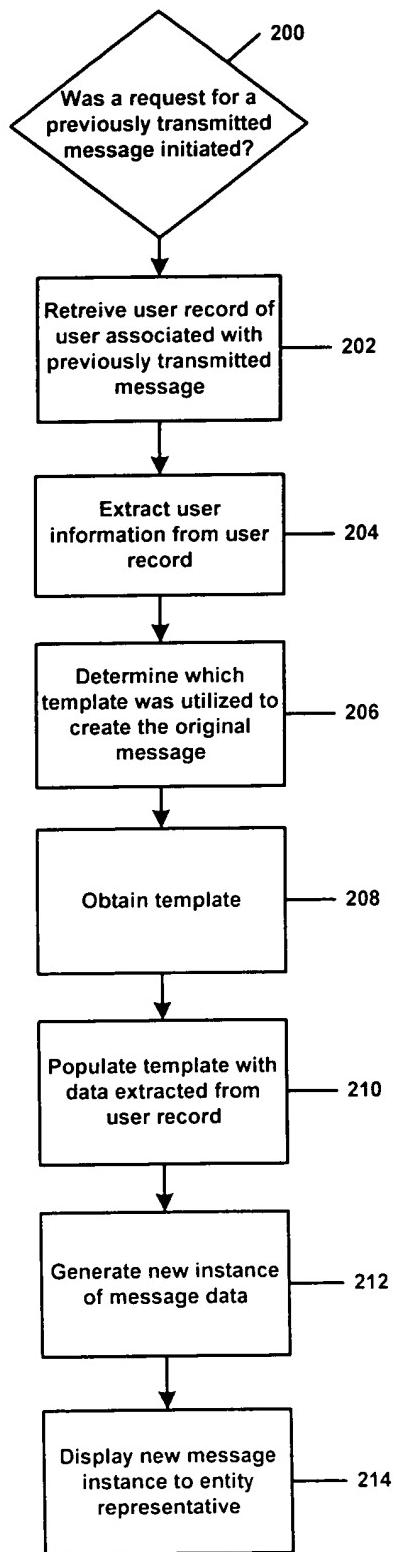


FIGURE 3

Customer Search - Netscape
File Edit View Go Communicator Help
Bookmarks Location: http://trebek:82/cs/default.asp What's Related

stamps.com Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Hi IA1,

Enter as much information as possible in one or more fields.

Customer Search:	
Last Name	smith 306
First Name	307
Phone #	308
User Name	309
Email Address	310
Account #	311
Customer ID	312 (Decimal)

Search Clear 313 314

300 { 302 } 304 }

300

302

304

FIGURE 4

Customer Search Results - Netscape

File Edit View Go Communicator Help

Bookmarks Location: http://trebek:82/cs/results.asp What's Related

stamps.com Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Home | Search

421 421 421 421 421 421 421

Last Name | First Name | User ID | User Name | Email | Phone # | Account #

401	Smith	Jon	5900031	test01	silkstamps@yahoo.com	(949)555-1212	17000019
402	Smith	Jon	5900363	sdct1	sdc01_us@yahoo.com	(949)555-1212	17000356
403	Smith	Jon	5900369	sdctesting1	sdc01_us@yahoo.com	(949)555-1212	17000357
404	Smith	Jon	5900443	sdct11	sdc01_us@yahoo.com	(949)555-1212	17000431
405	Smith	Jon	5900444	sdct12	sdc01_us@yahoo.com	(949)555-1212	17000432
406	Smith	Jon	5900445	sdct13	sdc01_us@yahoo.com	(949)555-1212	17000433
407	Smith	Scott	5900447	scotto	ssmith@stamps.com	(310)581-7630	17000435
408	Smith	Jon	5904567	will	silkstamps@yahoo.com	(949)555-1212	17004551
409	Smith	Jon	5904610	sdctesting123	silkstamps@yahoo.com	(949)555-1212	17004594
410	Smith	Jon	5904731	sdct9999	silkstamps@yahoo.com	(949)555-1212	17004689
411	Smith	Jon	5904732	sdct9998	silkstamps@yahoo.com	(949)555-1212	17004690
412	Smith	Jon	5904733	sdct9997	silkstamps@yahoo.com	(949)555-1212	17004691
413	Smith	Jon	5904734	sdct9996	silkstamps@yahoo.com	(949)555-1212	17004692
414	Smith	Jon	5904736	sdct9994	silkstamps@yahoo.com	(949)555-1212	17004694
415	Smith	Loren	5904738	lsmith	junk@stamps.com	(310)555-1212	17004696
416	Smith	Jon	5904799	sdc	silkstamps@yahoo.com	(949)555-1212	17004756
417	smith	mike	5904834	miky	inirshberg@stamps.com	(310)324-5698	17004791
418	Smith	Jon	5904941	sdct9995	silkstamps@yahoo.com	(949)555-1212	17004901
419	Smith	Jon	5904952	sdct9980	silkstamps@yahoo.com	(949)555-1212	17004909
420	Smith	Scott	5904971	Tazman	ssmith@stamps.com	(212)555-1212	17004929

1 - 20 ►

400

FIGURE 5

Customer Support

Last Name	Smith	First Name	Jon	Middle Name	D	} 502
User Name	sdc01	Customer ID	5900368	Account #	17000356	

Account Status					
Account Status	Active	Date	3/29/2000 GMT		
Status Reason	OK	Total Postage Purchased	\$220.00		
Available Balance	\$219.01	Total Stamps Printed	3		
Last Print Date	4/11/2000 00:42 GMT	Free Postage Expiration Date	N/A		
Initial Free Postage	0	Next QA Postage Due	4/3/2000 GMT		
Available Free Postage	0	Next Statement Date	11/1/2000 GMT		
License Status	License Approved	Card Number Last 5	99999		
QA Postage Status	Not Received	Expiration Date	02/2001		
Service Plan	Simple Plan 0009				
Resubmission Required	Yes				
Card Holder Name	John D. Smith				
Card Type	Visa				

Contact Information					
Company Name					
Title	Software Engineer				
Billing Address	100 TECHNOLOGY DR				
Billing City	IRVINE	State	CA	ZIP	92618
Email	sdc01_us@yahoo.com				
Phone #	(949)555-1212				
Fax #	(949)555-1313				
Comment:	<input type="checkbox"/> Send Marketing Material <input type="checkbox"/> This is a demo account				
<input type="button" value="Submit"/>					

FIGURE 6

602

Customer Support

Last Name: Smith First Name: Jon Middle Name: D
User Name: sdc01 Customer ID: 5900368 Account #: 17000356

Email History	STATUS	FROM	TO	SUBJECT	DATE
602	Sent (Not Confirmed)	"Stamps.com Customer Support" [support@stamps.com]	sdc01_us@yahoo.com	Welcome to Stamps.com!	3/29/2000 19:14 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:12 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:19 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:51 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Change in Service	4/7/2000 00:33 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:42 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:49 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:20 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:21 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:35 GMT
602	Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Account Statement - 05-03-2000	5/4/2000 01:16 GMT

Document Done

FIGURE 7

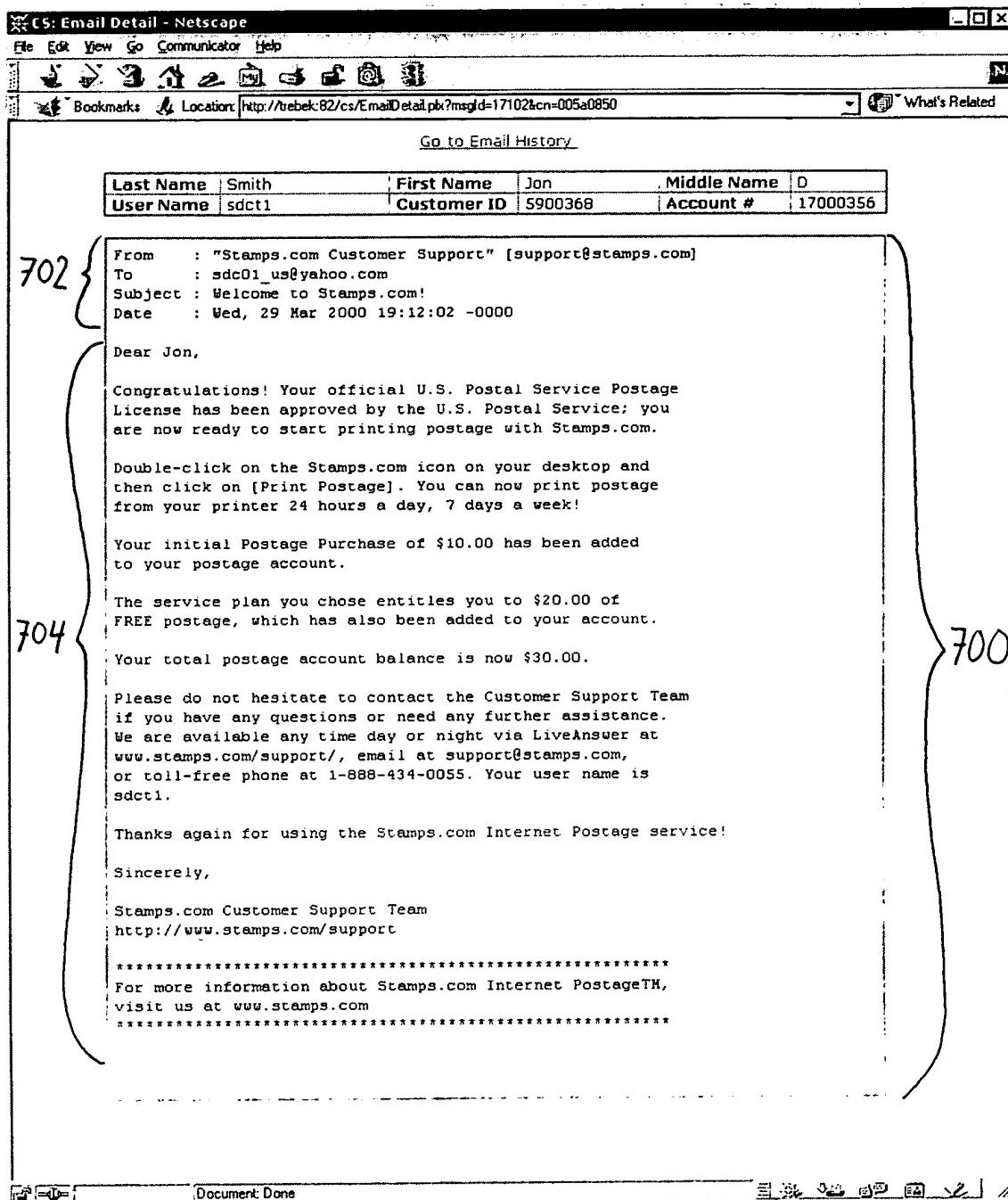


FIGURE 8

00000000000000000000000000000000

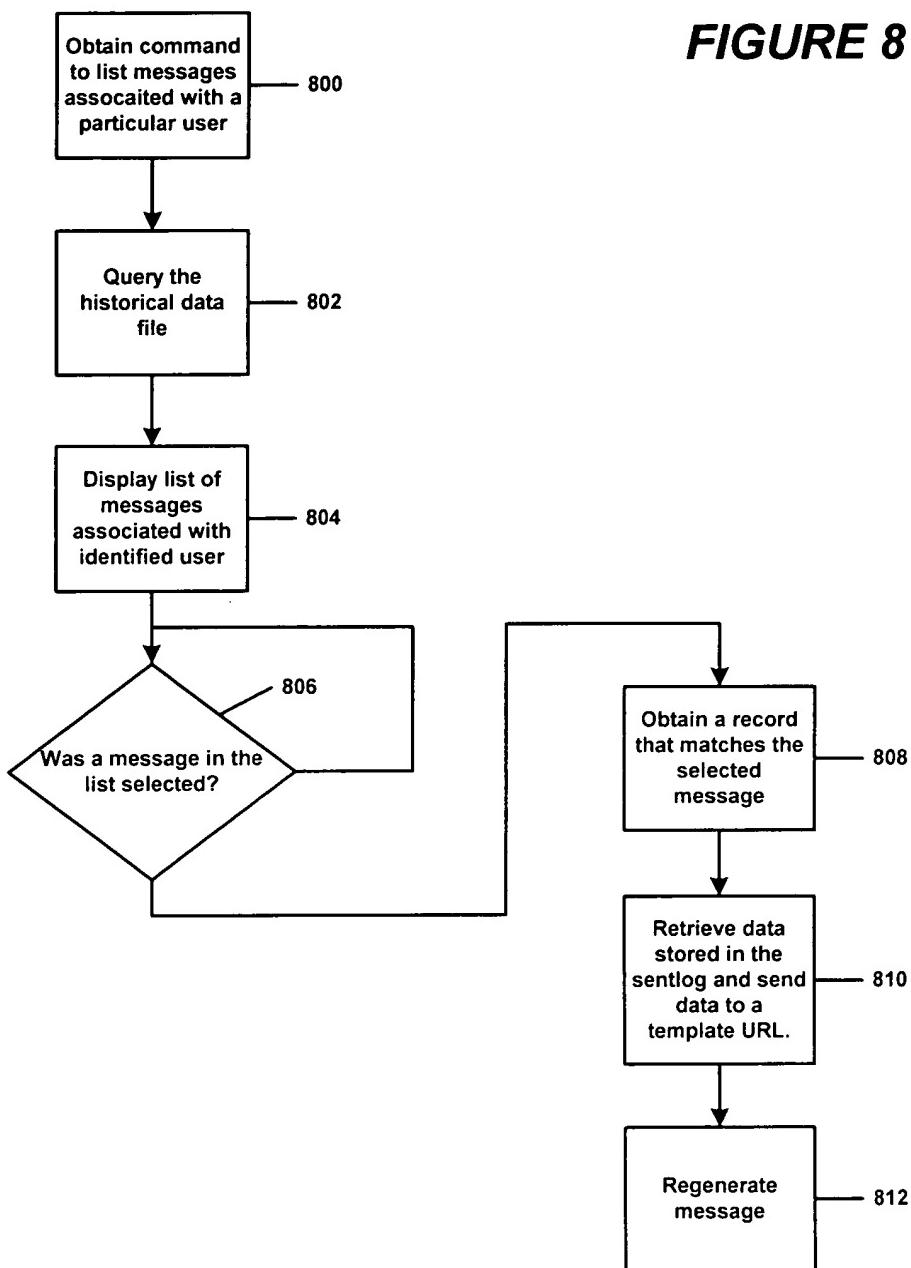


FIGURE 9

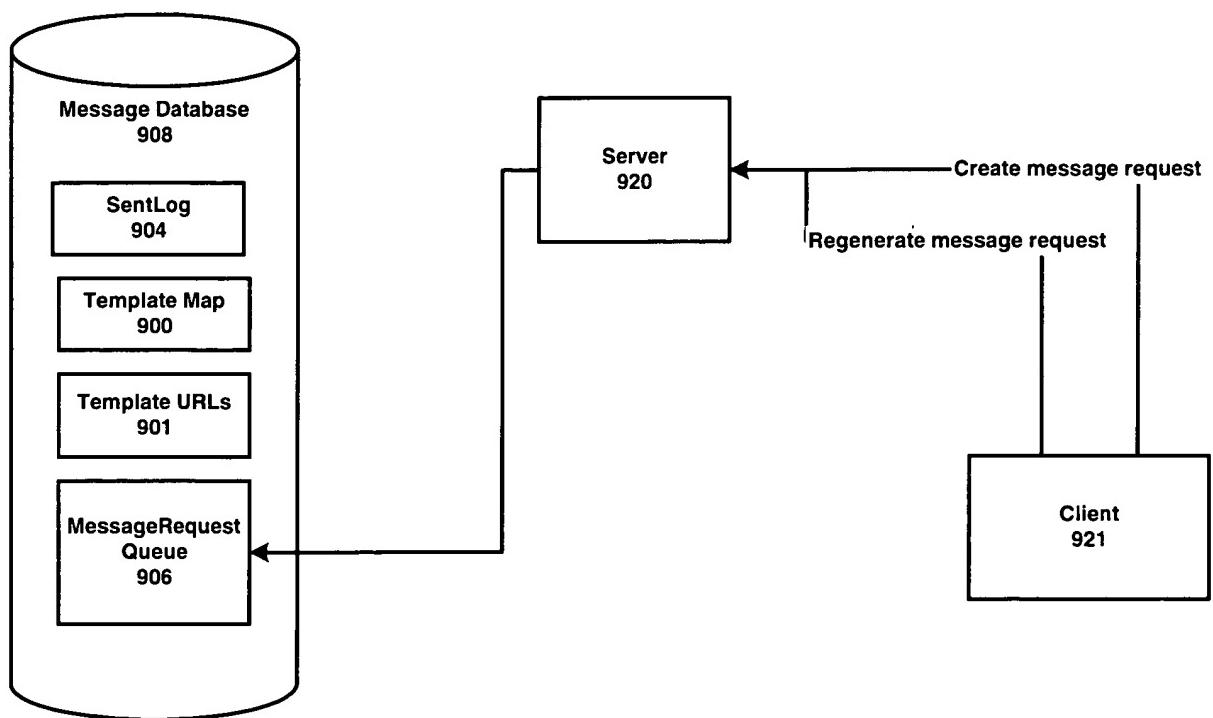


FIGURE 10

